

Tempe Municipal Court 2013 State of the Court Executive Summary



It is my honor to present the nineteenth State of the Court report in a new Executive Summary format. Not only is the Tempe Municipal Court committed to protecting the rights of all people having business with the Court, but also, the Court's operational focus supports *Justice 2020*, the Arizona Judicial Branch's strategic plan for 2010-2015. Tempe Municipal Court continues to implement practices that improve public access, transparency, accountability, operational efficiencies and partnerships with other branches of government. It is important to note that these practices also align with Tempe City Council priorities of operational sustainability and accountability, as well as fostering an environment for education and learning. We have learned much from a review of what we have done in the past year and look forward to the year ahead. We will continue to remain focused on providing the highest standards of service to the public.

Mission

The Tempe Municipal Court is committed to providing the community with an independent judiciary, which serves the public by the fair and impartial administration of justice resulting in the enhancement of public trust and confidence in our court system.

MaryAnne Majestic Presiding Judge Tempe Municipal Court

FAST FACTS

- ⇒ Tempe Municipal Court is one of 172 limited jurisdiction courts in Arizona and is the fifth largest Municipal Court in the State in terms of case volume.
- ⇒ The Court has the highest case-to-personnel ratio and second highest revenueto-expenditure ratio of the six largest Municipal Courts in Maricopa County.
- ⇒ The Court has three Judges, two Commissioners and 33 staff positions.

» 2012 Operational Efficiencies & Accomplishments «

- Cost-per-Case \$48.93, lowest of the six largest Municipal Courts in Maricopa County.
- For every \$1 expended on Court operations, the Court collected \$2.84 in fines and fees in FY11/12.
- Collected \$293,843 in fines/fees and victim restitution by participating in Administrative Office of the Courts' Tax Intercept Program (TIP); used TIP's Nationwide Public Records Search program to assist collection efforts.
- Clearance Rate—107 percent, measured as the number of cases disposed compared to filed in FY11/12.
- Developed and implemented an interface with a new collection agency vendor.
- Worked with IT Dept. to enhance the case management system and develop reporting capabilities to better serve the public.
- Implemented Integrated Voice Response (IVR) and Integrated Web Response (IWR) payment processing.

» Fostering Education; Learning; Improving Public Access «

- Partner with Tempe Social Services' Kids Zone for Law Day.
- Host Tempe Leadership Government Issues Day.
- Partner with Tempe Learning Center and Diversity office to plan customized on-site staff training.
- Participate in Mayor's Youth Advisory Committee Youth Town Hall.
- Judicial Officers instructing other judges statewide and updating judicial training materials.
- Redesigning accessibility process for the hearing impaired.
- Developed and use State-approved Language Access Plan to ensure access for limited-English speakers.

» Community Outreach & Partnerships «

- Judge MaryAnne Majestic appointed Presiding Judge of the Maricopa County Regional Homeless Court by Judge Norman Davis, Presiding Judge, Superior Court in Maricopa County.
- Partner with Project Homeless Connect and Veteran Stand Down, collaborations of government agencies and community services to meet the needs of the homeless.
- Judge Majestic appointed Judicial Liaison to Commission on Homelessness and Poverty, and Liaison to Commission on Sexual Orientation and Gender Identity for American Bar Association.
- Mental Health Court continues as a model for other courts.
- Partner with Tempe Social Services' Adopt-A-Senior Program.
- Participate in local, regional and statewide community and court improvement efforts, including:
 - ♦ AZ Supreme Court Limited Jurisdiction Court Committee
 - ♦ AZ Supreme Court Defensive Driving Board
 - \Diamond Tempe Coalition to Reduce Underage Drinking and Drug Use
 - ♦ Tempe Criminal Justice Advisory Committee

» Looking Forward to 2013 «

- Continue ongoing Capital Improvement Project to improve public service and preserve City assets by improving the physical condition of the Court building.
- Complete an interface with the Department of Public Safety to enter criminal disposition information directly into the Arizona Criminal Justice Information System.
- Collaborate with IT Dept. on sustainability plan for the Court's case management system.
- Continue efforts to identify and develop meaningful performance measures.

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Charges and Petitions Filed - FY 11/12, FY 10/11 and FY 09/10								
	FY 11/12		FY 10/11		FY 09/10			
Charge Types	Charges	% of Total	Charges	% of Total	Charges	% of Total		
Criminal (Traffic and Non-Traffic)	17,608	23%	17,865	18%	21,446	21%		
Civil Traffic (Not Photo Enforcement)	28,383	38%	24,430	25%	35,889	35%		
Civil Traffic -Photo Enforcement only *	4,277	6%	32,669	34%	28,478	28%		
Civil Other (Parking, Local Ordinances)	23,971	32%	20,920	22%	14,646	15%		
Total Petitions Filed (All Types)	917	1%	942	1%	954	1%		
Total	75,156		96,826		101,413			

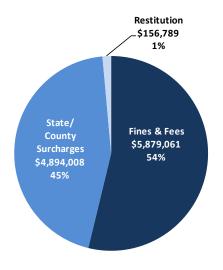
^{*}Photo Enforcement discontinued in July 2011; last filings received in September 2011

Customer Service - FY 11/12, FY 10/11 and FY 09/10						
Measurement	FY 11/12	FY 10/11	FY 09/10			
Phone Calls Answered	104,524	115,297	122,042			
Court Visitors Screened through Security	149,224	160,194	139,800			
Customers Served at Public Window	57,721	58,522	***			
Payments by Phone IVR */Call Center**	3,502*/28,016**	0*/33,881	0*/***			
Payments IWR*	2,754*	0*	0*			
Mail/Filings Processed	29,856	43,975	***			

^{*} IVR = Interactive Voice Response System; IWR = Interactive Web Response System. IVR/IWR activated 4/24/12.

FY11/12 Financial Information

Total monies collected by the Court in Fiscal Year 11/12 was \$10,929,858. Total City General Fund budgeted expenditures for Tempe Municipal Court for Fiscal Year 11/12 was \$3,353,885.





Contractual Services \$622,762 Materials & Supplies \$39,667

Personnel

\$2,691,456

80%

Revenue: What The Court Collects

Expenditures: What City Budgets for Court

Sources: Administrative Office of the Courts' Case Activity Report FY2011/12; Administrative Office of the Courts' Quarterly Revenue Survey FY2011/12; Tempe Municipal Court Monthly Workload Indicators from Themis; PeopleSoft Financials.

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^{**}Call Center operations discontinued July 2012.

^{***}Data not available.